
225.20

Food Instruments (FIs)

Overview

Introduction This policy describes the food instruments (FIs) used by the Iowa WIC Program.

Definitions Food instrument (FI) means a voucher, check, electronic benefits transfer card (eWIC), coupon or other document which is used by a participant to obtain supplemental foods.
Cash-value voucher (CVV) or cash-value benefit (CVB) means a fixed-dollar amount check, voucher, electronic benefits transfer (eWIC) card or other document which is used by a participant to obtain authorized fruits and vegetables.

FIs = eWIC The following terms, **food instruments and eWIC**, may be used interchangeably. Unless described otherwise, all policy references to WIC FIs includes both eWIC for specified supplemental foods and the **CVV/CVB** for fruits and vegetables.

eWIC cards Contract agencies will issue **WIC benefits to eWIC cards** intended solely for this purpose. **The eWIC card stock** must be stored in a secure location to reduce the risk of loss or theft.

eWIC card stock will be drop shipped Contract agencies will receive drop shipments of eWIC cards as they place orders within the data system.

In this policy This policy contains the following topics.

Topic	See Page
Order and Receiving eWIC Card Stock	2
Food Benefits Receipt Confirmation	3

Ordering and Receiving eWIC Card Stock

Introduction	eWIC card stock orders will be completed by local agencies through the WIC data system based upon usage and inventory levels.														
Inventory management	The WIC data system will send a replenishment alert notifying the local WIC agency that inventory levels are low and a eWIC card order should be placed. The replenishment alert is based upon the Replenishment Threshold Level set by the local agency. The reminder to place an order is triggered when the sum of the Current Inventory + Currently On Order is less than the Replenishment Threshold.														
Currently on order	After the replenishment alert occurs, the quantity entered by the local agency in the Currently On Order field will generate an alert to the state WIC office to order eWIC card stock for the local agency.														
Receiving and verifying shipment	<p>When cards arrive at a local WIC agency two different staff members must be involved with receiving and verifying the shipment. The first staff member will “receive” the cards thus adding them to the local agency inventory for issuance. After receiving, a different staff member will “verify” the shipment was received.</p> <p>Once the verification process is complete, the Currently On Order field and the current Order Date field in the data system will be cleared.</p>														
LA/Clinic card inventory definitions	<table> <tr> <th>Field</th><th>Definition</th></tr> <tr> <td>Current inventory</td><td>Quantity of cards in the local agency inventory waiting to be assigned to an economic unit.</td></tr> <tr> <td>Received last 12 months</td><td>The total number of cards shipped during the last 12 months through today’s date.</td></tr> <tr> <td>Inventory months</td><td>The current inventory divided by (received last 12 months divided by 12). The field gives a rough estimate of how long the local agency card inventory will last at the current pace of issuance.</td></tr> <tr> <td>Replenishment threshold</td><td>The amount of inventory at the local agency that would trigger a warning alert.</td></tr> <tr> <td>Currently on order</td><td>The amount of inventory at the local agency that is currently on order.</td></tr> <tr> <td>Current order date</td><td>The date the current order was placed with the state.</td></tr> </table>	Field	Definition	Current inventory	Quantity of cards in the local agency inventory waiting to be assigned to an economic unit.	Received last 12 months	The total number of cards shipped during the last 12 months through today’s date.	Inventory months	The current inventory divided by (received last 12 months divided by 12). The field gives a rough estimate of how long the local agency card inventory will last at the current pace of issuance.	Replenishment threshold	The amount of inventory at the local agency that would trigger a warning alert.	Currently on order	The amount of inventory at the local agency that is currently on order.	Current order date	The date the current order was placed with the state.
Field	Definition														
Current inventory	Quantity of cards in the local agency inventory waiting to be assigned to an economic unit.														
Received last 12 months	The total number of cards shipped during the last 12 months through today’s date.														
Inventory months	The current inventory divided by (received last 12 months divided by 12). The field gives a rough estimate of how long the local agency card inventory will last at the current pace of issuance.														
Replenishment threshold	The amount of inventory at the local agency that would trigger a warning alert.														
Currently on order	The amount of inventory at the local agency that is currently on order.														
Current order date	The date the current order was placed with the state.														

Food Benefits Receipt Confirmation

Policy

Confirmation of receipt of food benefits is signed by the parent, guardian or applicant to acknowledge that benefits were received.

Signature capture

The confirmation signature is captured and stored within the WIC data system. The following information is stored under File – Signature History:

- Signature date and time;
 - Signature pad text, PAN number and benefit month(s) start and end dates;
 - Signature;
 - Person type;
 - Signee name; and
 - Proof of identity.
-

Signature not available

There may be times during the confirmation process that the signature may not be available which requires a No Signature Capture Reason. The WIC data system drop down will allow for the following No Signature capture Reasons:

- Equipment malfunction,
- Mailed,
- Refused,
- Nutrition education class, and
- Other.

If other is selected, the reason for no signature must be documented in the participant or family care plan.

This page is intentionally left blank.